

**Benchmark IIIb.1.3:** Develop and implement an ongoing process to monitor timeliness of county and BMCW assessment initiation.

**Evidence of Completion:** Summary analysis of ongoing monitoring system

The Division of Safety and Permanence (DSP), along with the Bureau of Regional Operations (BRO), launched an initiative to improve timeliness performance in the area of timely initial face to face contact with children and families. The eWiSACWIS report designed to help manage compliance in this area, also monitors the completion of initial assessments within the required 60 day timeframe. The initiative consists of monthly monitoring of these performance measures, as well as technical assistance for consistently low performing counties. This initiative is outlined in the DSP Info Memo 2011-03 which was released on April 22, 2011.

During the first and second quarters of 2011, DSP staff reviewed county data from September, 2010 to February, 2011 to determine which counties needed targeted technical assistance due to consistently poor performance over this time period. DSP staff selected Brown County, Eau Claire County, La Crosse County and Racine County for targeted technical assistance. DSP and BRO staff met with management staff from each individual county to educate them on the initiative, on how the report can be used to manage performance, and the correct way to enter contacts in the system to accurately reflect practice in their county. The meetings occurred on the following dates: Brown (6/7/11), La Crosse (6/13/11), Eau Claire (6/14/11), and Racine (6/28/11). DSP and BRO staff went over the county's data and discussed strategies to improve performance in these areas of practice.

In the fourth quarter of 2011, DSP staff reviewed county data from July, 2011 to October, 2011 (Q3) to monitor performance over the quarter. DSP staff selected Fond du Lac County, Polk County, Washington County and Wood County for targeted technical assistance. DSP and BRO staff met with county staff and supervisors to discuss performance for the third quarter, educate them on the correct way to enter contacts in the system to accurately reflect practice, and discuss any barriers they face in making timely contacts with children and families. The attached document ("Initial Face to Face Contacts – Fond du Lac County") provides an example of the data shared with individual counties at these meetings. The meetings occurred on the following dates: Fond du Lac (11/2/11), Polk (11/8/11), Washington (12/8/11), and Wood (11/3/11). DSP and BRO staff continue to emphasize the importance of making timely contacts in order to begin to assess safety of the children in the home.

Discussions with county staff and supervisors continued to show that much of the line staff were not correctly entering contacts into the system which then does not accurately reflect practice. DSP and BRO staff have seen improved performance data across the state, and especially in the targeted counties.

DSP staff has transferred responsibility for identifying low performing counties to BRO staff as of January 2012. BRO staff will continue to use the monthly report to monitor county agency performance within each region of the state. BRO will continue to distribute regional graphical outputs and will assist counties in their region with performance improvements. The attached sample of graphs ("Monthly Comparison Report") demonstrates the data shared with counties by the regional offices for this purpose. BRO can continue to include DSP staff as needed for technical assistance or other training.